



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

April 29, 2104

Jeffrey S. Russell
President and CEO
Delta Dental of Iowa
9000 Northpark Drive
Johnston, IA 50131

Dear Mr. Russell:

On April 25, 2014, the Iowa Medicaid Enterprise (IME) met with Delta Dental of Iowa (Delta) to conduct a Readiness Review for the Dental Wellness Plan. As part of the review, Delta provided detailed information in the areas below. All areas were found to be satisfactory for the purposes of implementation.

1. Provider network access including recruitment efforts, geo access reports and information on provider rates and the incentive plan;
2. Administrative systems capabilities including the system design, file transfer process and development process;
3. Testing of system functionality including test plans, test cases and results;
4. Claims adjudication, payment and edit processes including claims for CORE, Enhanced and Enhanced Plus services, EPSDT services, EOB's and EOPs and notification of benefit level changes;
5. Reviewed member and provider website functionality including benefits level and payment cap;
6. Staffing and training including the organizational chart, training plan and training materials;
7. Program integrity procedures including fraud and abuse, contract compliance and organizational conduct; and
8. Member engagement activities including the member welcome packet, member ID card process and member outreach and referral implementation plan.

Results: Delta demonstrated that it has the operational capacity and ability to offer high quality, coordinated care to members of the Dental Wellness Plan. The IME and Delta will continue to collaborate on a weekly basis to monitor the program and ensure success.

Please feel free to contact me if you need additional information.

Sincerely,

Jennifer H. Veremeer
Iowa Medicaid Director